

# POSTCOMM

THE POSTAL SERVICES COMMISSION

POSTAL SERVICES ACT 2000

SECTION 11

## LICENCE

GRANTED TO

HAYS COMMERCIAL  
SERVICES LIMITED

ON

17 September 2001

# POSTCOMM

## THE POSTAL SERVICES COMMISSION

### POSTAL SERVICES ACT 2000

#### SECTION 11

#### LICENCE

1. The **Postal Services Commission** ("Postcomm"), in the exercise of its functions under section 11 of the Postal Services Act 2000 (c.26) ("the Act"), hereby grants to **Hays Commercial Services Limited** registered in England and Wales as company number 726089 trading as Hays DX at Hays House Millmead Guildford Surrey GU2 4HJ ("the Licensee") a licence authorising the Licensee to convey letters from one place to another within the area specified in Schedule 1 subject to –
  - (a) the conditions set out in Schedule 2 and
  - (b) revocation in accordance with Schedule 3.
  
2. This licence shall come into effect on 17 September 2001 and, unless revoked in accordance with Schedule 3, shall continue in force until –
  - (a) the period of one year from that date and thereafter until determined at or after the expiry of that period by notice in writing served by Postcomm on the Licensee on a day not later than three months before the notice is to take effect or,
  - (b) if earlier –
    - (i) section 6(1) of the Act ceasing to have effect, or
    - (ii) section 6(1) of the Act ceasing to have effect in relation to conveyance authorised by this Licence, or

Licence

- (iii) the grant of another licence to the Licensee under which the activities authorised by this Licence may be conducted.
- 3. Condition 1 of Schedule 2 shall apply to the interpretation of terms and expressions used in this Licence.

The common seal of Postcomm  
hereunto affixed is authenticated  
by –

Authorised for that purpose by  
Postcomm

Date: 17 September 2001

## Contents

Licence	
Schedule 1 – Authorised Area	<u>6</u>
Schedule 2 – Conditions of Licence	<u>7</u>
<a href="#"><u>Part 1</u></a>	
<i>Interpretation</i>	
1. Interpretation and construction	<u>7</u>
<a href="#"><u>Part 2</u></a>	
<i>Restrictions on services</i>	
2. Service restriction	<u>11</u>
<a href="#"><u>PART 3</u></a>	
<i>Furthering the interests of users of postal services</i>	
3. Service provision	<u>12</u>
4. Provision of information on licensed services	<u>13</u>
5. Protecting the integrity of mail	<u>14</u>
<a href="#"><u>PART 4</u></a>	
<i>Promotion of effective competition between postal operators</i>	
6. Competition law	<u>16</u>
7. Mergers takeovers and change of control	<u>17</u>
<a href="#"><u>PART 5</u></a>	
<i>Provision of information</i>	
8. Provision of information to Postcomm	<u>18</u>
9. Provision of information to the Council	<u>19</u>
<a href="#"><u>PART 6</u></a>	
<i>Miscellaneous provisions</i>	
10. Cessation of business as a postal operator	<u>20</u>
11. Payment of amounts to Postcomm	<u>22</u>

## Licence

Schedule 3 – Revocation of Licence	<a href="#"><u>25</u></a>
Schedule 4 –Customers of the Licensee’s Mailline service	<a href="#"><u>28</u></a>
Annex – List of terms and expressions defined in the Act and used in the Licence	<a href="#"><u>32</u></a>

**SCHEDULE 1**  
**AUTHORISED AREA**

It is a condition of this Licence that the area within which the Licensee may convey letters from one place to another is the area comprising the United Kingdom.

**SCHEDULE 2**  
**CONDITIONS OF LICENCE**  
**PART 1 – INTERPRETATION**

**Condition 1: Interpretation and construction**

1. The terms and expressions in the left hand column in the table below shall, unless the context otherwise requires, be interpreted in the manner set out next to them in the right hand column in that table –

“the Act”	means the Postal Services Act 2000;
“the Council”	means the Consumer Council for Postal Services established under section 2 of the Act and known at the date of grant of this Licence as Postwatch;
“financial year”	means the period of twelve months ending on 31 March in any year;
“information”	includes – (a) information recorded in any form, and (b) forecasts and estimates;
“interference”	in relation to any postal packet or mail bag means the commission of offences under sections 83(1) and 84(1) (subject to subsections 83(2) to (5)) of the Act;
“licensed services”	means the conveyance from one place to another (including the incidental services of receipt, collection and delivery) of letters which is prohibited, unless authorised by licence, by section 6(1) of the Act;
“the Licensee’s Mailine service”	A service called “Mailine” offered by the Licensee only to business customers with a need to distribute – ○ products, ○ contracts and contract related items, ○ information relevant to business activities, ○ customer information, and ○ products consumed in business

Schedule 2 – Condition 1: Interpretation and construction

	<p>to their own or other businesses for, or for use directly or indirectly in relation to, their retail customers</p> <p>having the following core features –</p> <ul style="list-style-type: none"> <li>o tailored collection and delivery times,</li> <li>o insurance, and</li> <li>o a customer service centre with support staff dedicated to specific customers</li> </ul> <p>and which may be offered with additional optional features including –</p> <ul style="list-style-type: none"> <li>o enhanced insurance,</li> <li>o package tracking,</li> <li>o package tracing.</li> </ul>
“non-licensed services”	means the conveyance from one place to another (including the incidental services of receipt, collection and delivery) of postal packets which is not prohibited, unless authorised by licence, by section 6(1) of the Act;
“postcode area”	means a geographical area indicated by the letters preceding the first number in the code, as the code is set out in the Postcode Address File;
“Postcomm”	means the Postal Services Commission established under section 1 of the Act;
“related person”	<p>means -</p> <ul style="list-style-type: none"> <li>(a) in relation to an undertaking within the meaning of section 259 of the Companies Act 1985 (“the principal undertaking”), a parent or subsidiary undertaking of the principal undertaking or a subsidiary undertaking of a parent undertaking of the principal undertaking, in each case within the meaning of section 258 of that Act, and</li> <li>(b) in relation to any person (including such an undertaking), a connected person of that person within the meaning of section 286 of the Taxation of Chargeable Gains Act 1992;</li> </ul>

## Schedule 2 – Condition 1: Interpretation and construction

"terms"	in relation to the conveyance of postal packets and the provision of any other services means all the terms on which the conveyance of postal packets or the provision of any other services is undertaken or offered or relevant to their evaluation, whether as respects charges, methods of payment or otherwise.
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2. Unless the context otherwise requires, in this Licence words and expressions that are defined in Parts I and II of the Act shall have the same meanings as in those Parts, notwithstanding that a definition in either of those Parts may be framed so as to apply only for the purposes of certain sections of those Parts<sup>1</sup>.
3. Any reference in a condition of this Licence to the purposes of that condition generally is a reference to the purposes of that condition as incorporated in this Licence and to the purposes of any condition in identical terms incorporated and having effect in any other licence under the Act whenever that licence may have been granted.
4. Unless otherwise specified any reference to a numbered condition or schedule is a reference to the condition or schedule bearing that number in this Licence and any reference to a numbered paragraph is a reference to the paragraph bearing that number in the condition, schedule or paragraph in which the reference occurs.
5. In construing this Licence the heading or title of any condition or paragraph shall be disregarded.
6. Where any obligation under or pursuant to this Licence is required to be performed by a specified date or within a specified period and where the Licensee has failed so to perform by such date or within such period, such obligation shall continue to be binding and enforceable after the specified date or after the expiry of the specified period, but without prejudice to all the rights and remedies available against the Licensee by reason of the Licensee's failure to perform by that date or within that period.
7. The provisions of section 121 of the Act shall apply for the purposes of the delivery or service of any documents, directions

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<sup>1</sup> The definitions of the terms that are defined in the Act and used in the Licence are reproduced for convenience in the Annex to this Licence.

## Schedule 2 – Condition 1: Interpretation and construction

or notices to be delivered or served pursuant to any condition of this Licence.

8. Anything required by or under this Licence to be done in writing may be done by facsimile transmission of the instrument in question or by other electronic means and, in such case –
  - (a) the original instrument or other confirmation in writing shall be delivered or sent by pre-paid post as soon as is reasonably practicable, and
  - (b) where the means of transmission had been agreed in advance between the parties concerned, in the absence of and pending such confirmation, there shall be a rebuttable presumption that what was received duly represented the original instrument.

## PART 2 – RESTRICTIONS ON SERVICES

### Condition 2: Service restriction

1. The Licensee shall not pursuant to this Licence, convey any letters unless the conveyance of them comprises –
  - (a) collection from customers of the Licensee’s document exchange service for streaming into those which may be conveyed via that service and those which are to be conveyed by another postal operator, whether or not after consolidation, or
  - (b) conveyance from customers of the Licensee’s document exchange service for delivery before 8.00 am the day after collection to business premises in the London EC and WC, Edinburgh EH1 and EH2 and Manchester M1 – M5 and M60 postcode districts, or
  - (c) conveyance for the customers named in Schedule 4 of the Licensee’s Mailline service in the insurance, travel, tourism, opticians’, licensed betting and retail financial services industries as part of that service.

**PART 3 – FURTHERING THE INTERESTS OF USERS OF POSTAL SERVICES**

**Condition 3: Service provision**

1. The Licensee shall use reasonable endeavours –
  - (a) to collect postal packets from its customers as agreed with them, and
  - (b) appropriately to deliver, or to procure the delivery of, any postal packets it receives in the course of its business as a postal operator within a reasonable time.

**Condition 4: Provision of information on licensed services**

1. The Licensee shall submit to Postcomm and to the Council a statement setting out –
  - (a) details of the tariffs (including discounts and credit facilities) and terms under which the Licensee offers to provide postal services,
  - (b) details of the general conditions of, and the physical provisions for, access to the postal services offered by the Licensee,
2. The Licensee shall notify Postcomm and the Council promptly in writing of any changes to the matters referred to in any statement submitted pursuant to paragraph 1.
3. The Licensee shall ensure that the full address and telephone number of the Council is displayed with reasonable prominence in all explanatory literature it produces for users of its postal services.

**Condition 5: Protecting the integrity of mail**

1. Within three months of the commencement of this Licence the Licensee shall establish procedures in relation to the matters referred to in paragraph 2 which procedures shall be established for the purposes set out in paragraph 3.
2. The procedures to be established pursuant to paragraph 1 shall be known as “the Licensee’s mail protection procedures” and shall deal with the following matters –
  - (a) the selection, vetting, initial training, follow-up training, provision of incentives to and disciplining of its staff and its directors and officials,
  - (b) the security of its buildings and vehicles,
  - (c) ensuring that its agents have and apply appropriate procedures in relation to their staff, buildings and vehicles, and
  - (d) the collection and analysis of statistics on the achievement of the purposes set out in paragraph 3.
3. The Licensee’s mail protection procedures shall be established for the following purposes –
  - (a) minimising the exposure of postal packets conveyed by the Licensee to the risk of loss, theft, damage or interference, and
  - (b) improving the performance of the Licensee in relation to the matters referred to in paragraph (a).
4. The Licensee shall use all reasonable endeavours at all times to apply its mail protection procedures.
5. The Licensee may make modifications to its mail protection procedures at any time provided that –
  - (a) the mail protection procedures, with the proposed modifications will, in the reasonable opinion of the Licensee, better facilitate the achievement of the purposes set out in paragraph 3,

Schedule 2 – Condition 5: Protecting the integrity of mail

- (b) the Licensee has given not less than 3 months' notice in writing of the proposed modifications to Postcomm and to the Council, and
- (c) Postcomm, within that period of notice, has not served notice in writing on the Licensee requiring that the proposed modifications be not made.

## **PART 4 – PROMOTION OF EFFECTIVE COMPETITION BETWEEN POSTAL OPERATORS**

### **Condition 6: Competition law**

1. The Licensee shall furnish to Postcomm full copies of any –
  - (a) notification for guidance under section 13 of the Competition Act 1998,
  - (b) notification for a decision under section 14 of the Competition Act 1998, including any request for an individual exemption,
  - (c) notification for guidance under section 21 of the Competition Act 1998,
  - (d) notification for a decision under section 22 of the Competition Act 1998, and
  - (e) any application to the European Commission for any form of clearance in relation to Articles 81 and 82 of the Treaty of Rome,which is relevant to the Licensee's business as a provider of postal services in the United Kingdom in each case within seven days of the submission of the notification or application.
2. The Licensee shall furnish to Postcomm full copies of any other written submissions to the Director General of Fair Trading or to the European Commission in relation to any of the matters referred to in paragraph 1 in each case within seven days of the making of the submission.
3. The Licensee shall furnish Postcomm with such information concerning any notifications, applications or submissions of the kinds referred to in paragraphs 1 or 2 as Postcomm may by notice in writing require.
4. Information required to be furnished under paragraph 3 shall be furnished in such manner, in such form, at such place and at such times as Postcomm may reasonably require.

**Condition 7: Mergers takeovers and change of control**

1. The Licensee shall furnish to Postcomm full copies of any –
  - (a) notice given to the Director General of Fair Trading under section 75A of the Fair Trading Act 1973, and
  - (b) any notification made to the European Commission for the purposes of Council Regulation EEC 4064/89 as amended from time to time,which is relevant to the Licensee’s business as a provider of postal services in the United Kingdom within seven days of the giving of the notice or the making of the notification.
2. The Licensee shall furnish to Postcomm a copy of any informal written submission made –
  - (a) to the Director General of Fair Trading in relation to proposed arrangements of the kind referred to in section 75A of the Fair Trading Act 1973, or
  - (b) to the European Commission in relation to the application or possible application of Council Regulation EEC 4064/89 as amended from time to time,which is relevant to the Licensee’s business as a provider of postal services in the United Kingdom within seven days of the making of the submission.
3. The Licensee shall furnish Postcomm with such information concerning any notices, notifications or submissions of the kinds referred to in paragraphs 1 or 2 as Postcomm may by notice in writing require.
4. Information required to be furnished under paragraph 3 shall be furnished in such manner, in such form, at such place and at such times as Postcomm may reasonably require.
5. The Licensee shall notify Postcomm of any change of control of the Licensee as soon as practicable after the occurrence of the change.

## **PART 5 – PROVISION OF INFORMATION**

### **Condition 8: Provision of information to Postcomm**

1. Subject to paragraph 3, the Licensee shall furnish to Postcomm such information as Postcomm may require or as may be necessary for the purpose of performing the functions assigned to Postcomm by or under the Act.
2. Information required to be furnished under this condition shall be furnished in such manner, in such form, at such place and at such times as Postcomm may require.
3. This condition shall not require the Licensee to produce any documents or supply any information which it could not be compelled to produce or supply in evidence in civil proceedings before the court on grounds other than that the information does not exist.
4. Subject to paragraph 3, nothing in this condition shall prejudice any right of Postcomm to require information under or pursuant to any other condition and the duty of the Licensee to furnish information pursuant to this condition shall not be affected by any obligation to furnish information under or pursuant to any other condition.

**Condition 9: Provision of information to the Council**

1. Subject to paragraph 3, the Licensee shall furnish to the Council such information as the Council may reasonably require or as may be reasonably necessary for the purpose of performing the functions assigned to the Council by or under the Act.
2. Information required to be furnished under this condition shall be furnished in such manner, in such form, at such place and at such times as the Council may require.
3. This condition shall not require the Licensee to produce any documents or supply any information which it could not be compelled to produce or supply in evidence in civil proceedings before the court on grounds other than that the information does not exist.
4. The Licensee shall accept the determination of Postcomm in relation to any question arising under paragraph 1 or 2 as to whether any information is reasonably required or is reasonably necessary for the purpose of performing the functions assigned to the Council by or under the Act.

## PART 6 – MISCELLANEOUS PROVISIONS

### Condition 10: Cessation of business as a postal operator

1. The Licensee shall establish and shall at all times during the term of this Licence maintain in force the arrangements described in paragraph 2 for the purpose of ensuring that if the Licensee ceases to carry on business as a postal operator postal packets in its care at the time of such cessation may be delivered to the places to which they are addressed.
2. The arrangements to be established for the purpose of paragraph 1 may comprise either –
  - (a) a contract with a notified universal service provider under which that notified universal service provider agrees that it will ensure, if the Licensee ceases to carry on business as a postal operator, that postal packets in the Licensee's care at the time of such cessation will be delivered to the places to which they are addressed, or
  - (b) an irrevocable guarantee provided by Hays PLC or by such other company as Postcomm may approve in writing ("the guarantor") for a maximum amount not less than the amount calculated in accordance with paragraph 3 providing that, if the Licensee ceases to carry on business as a postal operator, the guarantor will, on receipt of a written demand from Postcomm, pay to a postal operator or postal operators nominated by Postcomm such sum or sums as Postcomm may require for the purpose of ensuring that postal packets in the Licensee's care at the time of such cessation will be delivered as aforesaid.
3. The maximum amount of any guarantee provided for the purpose of paragraph 2 shall at any time be not less than the sum found by –
  - (a) taking –
    - (i) until the conclusion of the first financial year occurring during the term of this Licence the estimate made by the Licensee at the time of

## Schedule 2 – Condition 10: Cessation of business as a postal operator

applying for this Licence of the number of postal packets it expected to convey in that financial year, and thereafter

- (ii) the number of postal packets conveyed by the Licensee in the financial year which at the time of cessation of the Licensee's business as a postal operator most recently has ended,
- (b) dividing that number by 12,
- (c) multiplying the number so calculated by £1.00, and
- (d) multiplying the sum so found by the fraction –

$$\frac{Y}{X}$$

where –

*Y* is the level of the Index of Retail Prices at the end of the financial year which at the time of cessation of the Licensee's business as a postal operator most recently has ended, and

*X* is the level of the Index of Retail Prices at 31 March 2001.

- 4. The Licensee shall use reasonable endeavours to give to Postcomm not less than three calendar months' notice in writing of any decision it may take to cease to carry on the activity of a postal operator.
- 5. The Licensee shall publish any notice served on Postcomm pursuant to paragraph 4 in such manner as Postcomm may direct for the purpose of bringing the notice to the attention of customers and potential customers of the Licensee.

**Condition 11: Payment of amounts to Postcomm**

1. The Licensee shall pay to Postcomm in any relevant year the amount determined in accordance with paragraph 2 at the times stipulated in paragraph 3.
2. (a) The amount payable under paragraph 1 in respect of a relevant year shall be –
  - (i) if the Licensee’s turnover in the preceding relevant year, from activities which apart from this Licence would be prohibited by section 6(1) of the Act, did not exceed £10 million, the minimum sum, or–
  - (ii) in all other cases, the minimum sum plus the additional sum.
- (b) The additional sum shall be calculated by –
  - (i) taking the total recoverable costs,
  - (ii) adding to that amount the amount (if any) determined by Postcomm (in consultation with the Competition Commission) as having been incurred by the Competition Commission in the preceding relevant year in connection with references made to it under section 15 of the Act, and
  - (iii) multiplying the amount calculated as aforesaid by the factor –

$$\frac{A}{B}$$

where –

“A” is the Licensee’s turnover in the preceding relevant year, from activities which apart from this Licence would be prohibited by section 6(1) of the Act, and

Schedule 2 – Condition 11: Payment of amounts to Postcomm

“B” is the turnover in that year of all holders of licences granted under the Act, from activities which apart from those licences would be prohibited by section 6(1) of the Act.

3. The amount due under paragraph 1 shall be payable on 30 June in the relevant year, or, if later, on the expiry of one month from the day on which Postcomm serves notice on the Licensee of such amount.
4. The Licensee shall comply with any requirement by Postcomm by notice in writing to maintain and audit records and to furnish Postcomm with information as to the Licensee’s turnover in any relevant year from activities which apart from this Licence would be prohibited by section 6(1) of the Act.
5. In this condition –
  - “minimum sum” in relation to a relevant year, means £1,000,
  - “relevant year” means any year beginning on 1st April,
  - “total recoverable costs” means the aggregate of –
    - (a) the amount estimated by Postcomm as likely to be the costs incurred by it during the relevant year in the exercise of the functions assigned to it or arising by or under –
      - (i) the Act,
      - (ii) any other Act of Parliament,
      - (iii) any subordinate legislation made under any Act of Parliament, or
      - (iv) any Community obligation,
    - (b) the amount so estimated by Postcomm after consulting the Secretary of State as likely to be the amounts to be paid by the Secretary of State during the relevant year in respect of the expenses of the Council in accordance with paragraph 17 of Schedule 2 to the Act or in relation to the establishment of the Council, and
    - (c) the amount of the difference, if any, between the costs mentioned in sub-paragraph (a) or (b) which Postcomm considers were actually incurred during the previous relevant year and the estimate of the costs in question

## Schedule 2 – Condition 11: Payment of amounts to Postcomm

made by it for the purposes of this condition, where the latter exceeds the former the amount of the difference being treated as a negative amount.

### SCHEDULE 3 REVOCATION OF LICENCE

- 1 This Licence may be revoked at any time by Postcomm by not less than the requisite period of notice in writing given to the Licensee –
- (a) if the Licensee in writing requests or agrees in writing with Postcomm that this Licence should be revoked,
  - (b) if any amount payable under Condition 11 of this Licence is unpaid 30 days after it becomes due and remains unpaid for a period of 14 days after Postcomm has notified the Licensee in writing that the amount is overdue,
  - (c) if the Licensee fails to comply with a final order or a provisional order which has been confirmed under section 24 of the Act and (in either case) such failure is not rectified to the satisfaction of Postcomm after Postcomm has served notice in writing of such failure on the Licensee and before the expiry of three months from the latest of –
    - (i) the date of service of such notice, or
    - (ii) the date of expiration of the period within which an application under section 28 of the Act could be made questioning the validity of the final or provisional order, or
    - (iii) if any such application is made, the date it is finally adjudicated upon,
  - (d) if the Licensee fails to pay the whole or any portion of a penalty imposed by Postcomm under section 30 of the Act or any interest thereon by the date by which it is required to be paid and such failure is not rectified to the satisfaction of Postcomm after Postcomm has served notice in writing of such failure on the Licensee and before the expiry of three months from the latest of –
    - (i) the date of service of such notice, or

### Schedule 3 – Revocation of licence

- (ii) the date of expiration of the period within which an application under section 36 of the Act could be made in relation to the penalty, or
    - (iii) if any such application is made, the date it is finally adjudicated upon,
  - (e) if the Licensee –
    - (i) is unable to pay its debts (within the meaning of section 123(1) or (2) of the Insolvency Act 1986, but subject to paragraph 2 below) or any voluntary arrangement is proposed in relation to it under section 1 of that Act or it enters into any composition or scheme of arrangement (other than for the purpose of reconstruction or amalgamation upon terms and within such period as may previously have been approved in writing by Postcomm),
    - (ii) has a receiver (which expression shall include an administrative receiver within the meaning of section 29 of the Insolvency Act 1986) of the whole or any material part of its assets or undertaking appointed,
    - (iii) has an administration order under section 8 of the Insolvency Act 1986 made in relation to it,
    - (iv) passes any resolution for winding-up other than a resolution previously approved in writing by Postcomm, or
    - (v) becomes subject to an order by the High Court for winding-up.
2. For the purposes of paragraph 1(e)(i) above, section 123(1)(a) of the Insolvency Act 1986 shall have effect as if for “£750” there were substituted “£1,000,000” or such higher figure as Postcomm may from time to time by direction in writing determine and the said section 123 (1) (a) shall not apply if the demand therein referred to is being contested in good faith by the Licensee with recourse to all appropriate measures and procedures or if the demand is satisfied prior to the expiry of the notice to the Licensee given by Postcomm.
- 3 The requisite period of notice shall be –

### Schedule 3 – Revocation of licence

- (a) for the purposes of sub-paragraph 1(e), 24 hours, and
- (b) for all other purposes, 30 days.

**SCHEDULE 4**  
**CUSTOMERS OF THE LICENSEE’S MAILLINE SERVICE**

**Opticians’ Industry**

<b>Company Name</b>	<b>Company Name</b>
Akari Optical (UK) Ltd	Martin Optical
American Optical	McDowell & Service
Anglo Italian Optical	Melson Wingate
Aspect Vision Care Ltd	Menrad Optics Ltd
Award Plc	Mersona Ltd
Bausch & Lomb Uk Ltd	Mid-Optic Ltd
Birmingham Optical Group	Nationwide Frame Repairs
Black & Lizars	Neil Macarthur Opticians
Boots Opticians	New Forest Vision
Brain Power International	Norville Optical Group
Brulimar Optical	Ocular Sciences
Cambridge Optical Group	Optical Express
Carl Zeiss Ltd	Optika
Chadwick Taylor	Optoplast
Chapman & Myers	Pennine Optical Group Ltd
Charmant Uk	Polaris Optics (UK)
Chauvin Pharmaceutical	Premiere Optical Services
Ciba Vision	Rayner Services
Continental Eyeware	Revel International Ltd
Co op Eyecare	Rodenstock Uk Ltd
David Thomas Ltd	Safilo Uk Ltd
Dollond & Aitchison	Sauflon Pharmaceutical
Dunelm Optical Co Ltd	Sight Care Trading
Essilor	Signet Armorlite
Fisher Optical	Silhouette UK Limited
Henry Schein Uk Hold	Siltint Ltd
Hilco Europe	Sinclair Optical Ser
Hi-Specs	Sola Optical
Horizon Optical	Specsavers
Hoya Lens (UK) Ltd	Specsavers Opticians
Humberside Optical Serv	Tant Plastics Ltd
Hydron Ltd	Taylor Optical Prod
Int. Eyeware	The Eye Clinic
Knights Optical Ltd	The Wholesale Lens
L’Amy Eyewear Ltd	Ultravision International
Lens Online	Vision Ease Europe
Lenstec Ltd	Vision Express
Look Designs Ltd	Vision Labs
Louis Stone Optical	Vistakon
Lunelle (UK) Ltd	Viva Eyewear
Luxottica Uk Ltd	Waterside Laboratories
M J S Scientific Ltd	Wesley Jessen.Pbh Limited
Mainline Optical	W T Rees Ltd
Marchon Uk Ltd	Young Optical Group
Marcolin (UK) Ltd	

Schedule 4 – Customers of the Licensee’s Mailline service

**Travel tourism and licensed betting industries**

<b>Company Name</b>	<b>Company Name</b>
49ers	Keycamp Holidays
Abc Pms Ltd	Kirker Travel
ABTA	Kuoni Travel
Aero Print	Ladbrokes Ltd
Air Travel Group	Leger Travel
Airtours International	Lunn Poly
AITO	Miller Freeman/Reeds Publ
Alain Charles(Travel Bul)	Naita (Inc Adv Flgt)
American Express	North Sea Ferries
Apple Bookings Co Ltd	P & O European Ferries
ARTAC Worldchoice	P & O Trans European Ltd
AVRO plc	Panorama Holiday Group
BCP Ltd	PC Com
Billington Travel Ltd	Premier Travel Agency Ltd
Bluebird Holidays Ltd	R E Bath Travel Services
Bp Travel Trade Serv	Ritchies
Br Airways Hols- Fa	Servisair
Bridge Travel	Shearings Holiday Ltd
Britannia Airways	Sporting News
British Airways	Stena Sealink
Brittany Ferries	Sunsites Ltd
Butlins Ltd	Super Soccer
Carlson Wagonlit	Superbreak-Golden Rail HI
Centaur Publications	Tapestry Holidays Ltd
Corals	The Gambia Experience
Cosmosair Plc	The Network
Cresta Holidays Ltd	Thistle & Mount Charlotte
Crystal Holidays Ltd	Thomas Cook
Cunard Line	Thomson Holidays Ltd
European Stationers	Thriftway Travel
First Choice Holidays	Timothy Benn Publishing
Globespan	Transatlantic Vacations
Going Places	Travel 2
Hamilton Barr Insurance	Travelscene
Holiday Hypermarket	Travelsmith Ltd
Hoseasons Holidays Ltd	Trek America
Hotelplan Ltd	Unijet Travel
lata	Virgin
Insight Travel Services	Wallace Arnold Tours Ltd
Jarvis Hotel Group	Waterstones
Jetleys Packaging Limited	West Midlands Co-op Society
Jetset Tours	William Hill
Jmc Limited	

Schedule 4 – Customers of the Licensee’s Mailline service

**Insurance and retail financial services industries**

<b>Company Name</b>	<b>Company Name</b>
Abbey Life Assurance	Halifax
Abbey National Plc	Heath Lambert
Admiral Insurance	Highway Motor Policies
Aig Europe (Uk) Ltd	Hill House Hammond
Alico	Hogg Robinson Fin Serv
Allied Dunbar Assurance	Homeloan Management
Alpha	Independent Insurance
Amp (Uk) Services	Iron Trades Insurance
Aon Consulting	Leeds & Holbeck
Aon Group	Legal & General Assurance
Aon Risk Services	Lincoln Plc
Assoc.Of British Insurers	Liverpool Victoria
Automobile Association	Lloyds TSB
Axa (Guardian)	Lloyds/Scottish Widows
Axa Provincial Ins	Lombard Tricity Finance
Axa Sunlife	M & G Group Plc
Barclays plc	Manchester Building Society
Barnsley Building Society	Marsh Properties & Servic
Bennetts (Gb) Ltd	Mclarens Toplis
Bma Services	Miller Fisher
Bradford & Bingley Estate	N F U
Britannic Assurance	National Mutual Life
Canada Life Assurance Co	Nationwide
Capita Group	NatWest Bank plc
Capital Bank	Newcastle Building Society
Century Insurance	Nig Skandia
CGNU	Norman Insurance
Chartered Trust	Northern Rock
Chaucer Associates	Norwich Union (Itt)
Chelsea Building Society	Norwich Union Group Serv
Cheshire Building Society	Nottingham Building Society
Cigna	Pricewaterhousecoopers
Clerical Medical Inv Grp	Prime Option Limited
Colonial Mutual Group	Provident Insurance Plc
Commercial Union Assur.	Prudential Business Serv
Co-Operative Insurance	RAC Motoring
Cornhill Insurance	Royal London Mutual Ins.
Countrywide Assured	Royal Sun Alliance
Countrywide Brokers	Scottish Amicable
Countrywide Mgmt	Scottish Life
Cox Services	Scottish Mutual
Craft Eastways	Scottish Provident
Csc Ra Group	Skandia Life
Cumberland Building Society	Skipton Building Society
Cunningham Linsey	St James' Place
Das Services Ltd	Staffordshire Building Society
Eagle Star Ins. Co Ltd	Standard Life

#### Schedule 4 – Customers of the Licensee’s Mailline service

Ecclesiastical Ins. Group	Sun Life Of Canada
Eds	Swinton Group
Endsleigh Insurance	The Associates
Equitable Life Assurance	United Assurance
First National	Vernon Building Society
Fortis	Wesleyan Assurance
Friends Provident	West Bromwich Building Society
Friends Provident Life	William M Mercer Ltd
Gab Robins Uk Limited	Willis Corroon Group
General Accident Plc	Winterthur Group Services
Groupama Insurances	Woolwich plc
H.F.C. Bank	Yorkshire Building Society
H.S.B.C.	Zurich
H.S.B.C. Insurance	

## ANNEX – List of terms and expressions defined in the Act and used in the Licence

### ANNEX

#### List of terms and expressions defined in the Act and used in the Licence

*This Annex is not part of the Licence and is included only for convenience. Reference should be made to the Act for the authoritative definition of the terms included in this Annex.*

<b>Term or Expression</b>	<b>Defining Section of Act</b>	<b>Definition</b>
Condition of a licence	13(5)	references to a condition of a licence are to a provision of a licence which is expressed as a condition;
Contravention	125(1)	in relation to any requirement, condition, direction, order or regulations, includes any failure to comply with it and cognate expressions shall be construed accordingly;
Course of transmission by post	125(3)	a postal packet shall be taken to be in course of transmission by post from the time of its being delivered to any post office or post office letter box to the time of its being delivered to the addressee;
Delivery to addressee	125(3)	the delivery of a postal packet – (i) at the premises to which it is addressed or redirected, unless they are a post office from which it is to be collected, (ii) to any box or receptacle to which the occupier of those premises has agreed that postal packets addressed to persons at those premises may be delivered, or (iii) to the addressee's agent or to any other person considered to be authorised to receive the packet, shall be a delivery to the addressee;
Employee	125(1)	in relation to a body corporate, includes any officer or director of the body corporate and any other person taking part in its management, and "employer" and other related expressions shall be construed accordingly;
Final order	22(5)	means an order under section 22;

## ANNEX – List of terms and expressions defined in the Act and used in the Licence

Letter	125(1) and (2)	<p>“letter” means any communication in written form on any kind of physical medium to be conveyed and delivered otherwise than electronically to the person or address indicated by the sender on the item itself or on its wrapping (excluding any book, catalogue, newspaper or periodical); and includes a postal packet containing any such communication;</p> <p>For the purposes of this definition of “letter” the reference to a communication to be conveyed and delivered otherwise than electronically shall be construed as a reference to a communication to be conveyed and delivered otherwise than –</p> <p>(a) by means of a telecommunication system (within the meaning of the Telecommunications Act 1984), or</p> <p>(b) by other means but while in electronic form;</p>
Modify	125(1)	includes amend or repeal;
Notice	125(1)	means notice in writing;
Permitted limits	4(7)	in relation to the dimensions of a postal packet, means the minimum and maximum dimensions laid down in the Convention and the Agreement concerning Postal Parcels adopted by the Universal Postal Union;
Post office	125(1)	includes any house, building, room, vehicle or place used for the provision of any postal service;
Postcode Address File	116(3)	<p>Means –</p> <p>(a) the collection of relevant information which, immediately before the coming into force of this section, was owned by the Post Office, or</p> <p>(b) that collection as it is from time to time revised, and</p> <p>“relevant information” means postcodes in the United Kingdom which may be used to facilitate the identification of delivery points for the purpose of providing postal services;</p>
Post office letter box	125(1)	includes any house, building, room, vehicle or place used for the provision of any postal services;
Postal operator	125(1)	means a person who provides the service of conveying postal packets from one place to another by post or any of the incidental services of receiving, collecting, sorting and delivering such packets;
Postal packet	125(1)	means a letter, parcel, packet or other article transmissible by post;

## ANNEX – List of terms and expressions defined in the Act and used in the Licence

Postal services	125(1)	means the service of conveying postal packets from one place to another by post, the incidental services of receiving, collecting, sorting and delivering such packets and any other service which relates to any of those services and is provided in conjunction with any of them;
Provisional order	23(8)	means an order under section 23;
Public holiday	125(1)	means Christmas Day, Good Friday or a day which is a bank holiday under the Banking and Financial Dealings Act 1971 in any part of the United Kingdom;
Registered post service	125(1)	means a postal service which provides for the registration of postal packets in connection with their transmission by post and for the payment of compensation for any loss or damage;
Relevant postal packets	4(7)	means postal packets whose weight does not exceed 20 kilograms and whose dimensions fall within permitted limits;
Sender	125(1)	in relation to any letter or other communication, means the person whose communication it is;
Subordinate legislation	125(1)	has the same meaning as in the Interpretation Act 1978 and also includes an instrument made under an Act of the Scottish Parliament and an instrument made under Northern Ireland legislation (within the meaning of section 98(1) of the Northern Ireland Act 1998);
Subsidiary	125(4)	any reference to a subsidiary or wholly owned subsidiary shall be construed in accordance with section 736 of the Companies Act 1985 or Article 4 of the Companies (Northern Ireland) Order 1986;
The Commission	1(1)	a body corporate to be known as the Postal Services Commission;
The Council	2(1)	a body corporate to be known as the Consumer Council for Postal Services;
The Postal Services Directive	125(1)	means the Directive of the European Parliament and the Council of the European Union of 15th December 1997 (No. 97/67/EC) on common rules for the development of the internal market of Community postal services and the implementation of quality of service;

## ANNEX – List of terms and expressions defined in the Act and used in the Licence

Universal service provider	4(3) and (4)	<p>(3) References to a universal service provider shall be construed as references to any person –</p> <p>(a) whose identity is notified by the Secretary of State to the European Commission in accordance with Article 4 of the Postal Services Directive as that of a person providing a universal postal service or a part of such a service in the United Kingdom, and</p> <p>(b) on whom the Secretary of State has served a notice informing him of that fact and the fact that he will be treated as a universal service provider for the purposes of this Act.</p> <p>(4) If no-one falls within subsection (3) because there is no Community obligation to notify the European Commission of the identity of a person providing a universal postal service or a part of such a service in the United Kingdom, references in this Act to a universal service provider shall be construed as references to any person who is treated by the Secretary of State as a universal service provider for the purposes of this Act and on whom the Secretary of State has served a notice informing him of that fact.</p>
Users	125(1)	in relation to postal services, includes users as addressees and potential users;
Vehicle	125(1)	includes a railway vehicle;
Working day	125(1)	Means –
		<p>(a) in relation to the collection and delivery of letters, any day which is not a Sunday or a public holiday,</p> <p>(b) in relation to the collection and delivery of postal packets other than letters, any day which is not a Saturday, a Sunday or a public holiday.</p>